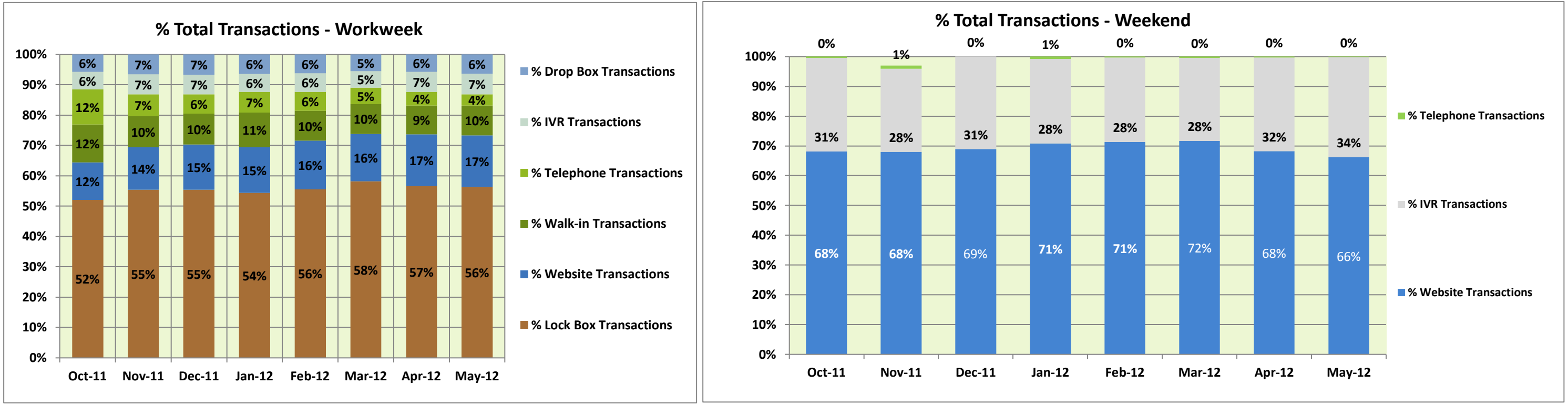
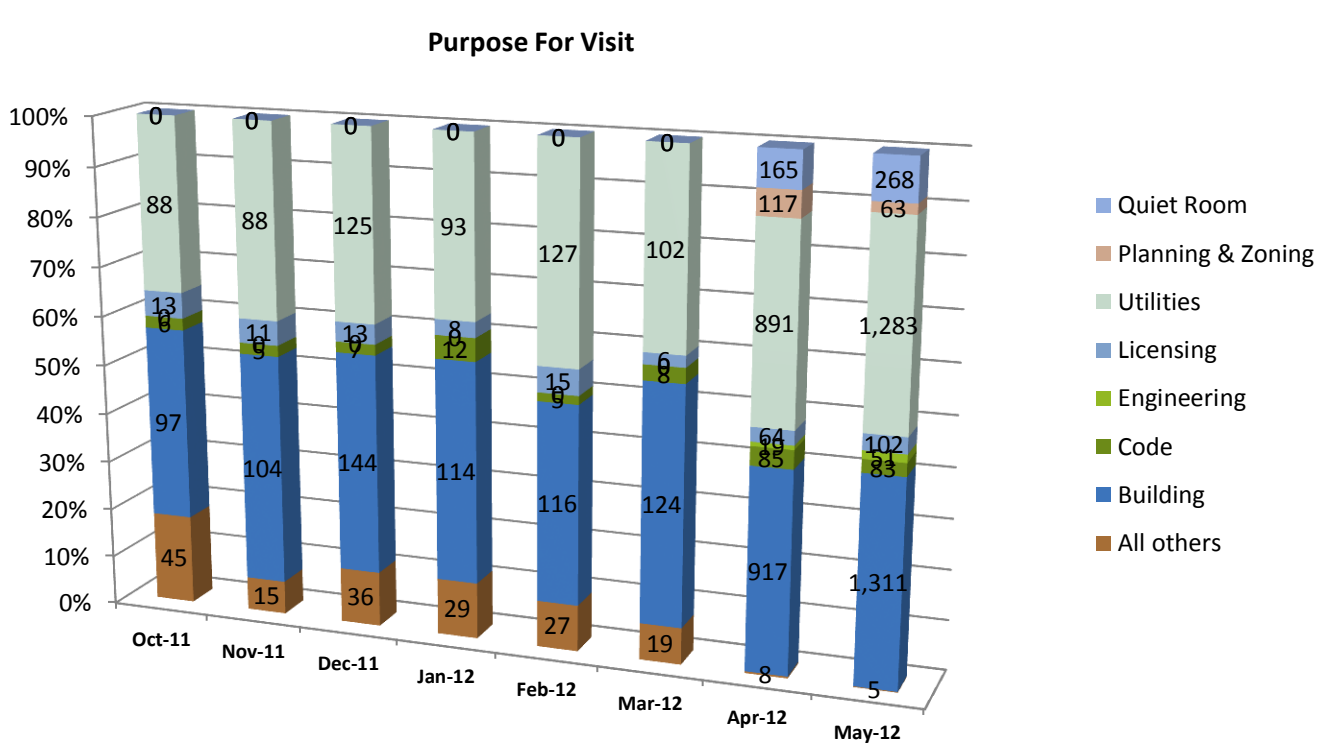
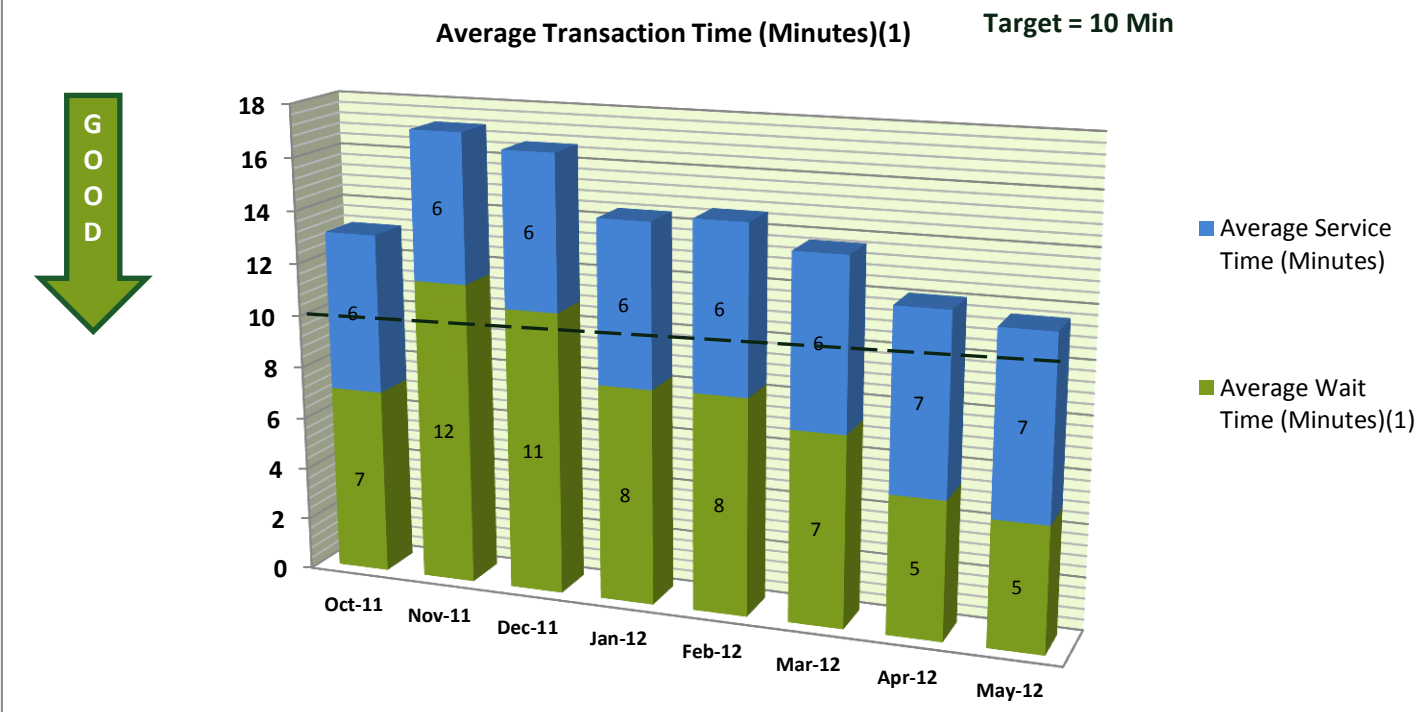


Customer Service - Monthly Performance Report

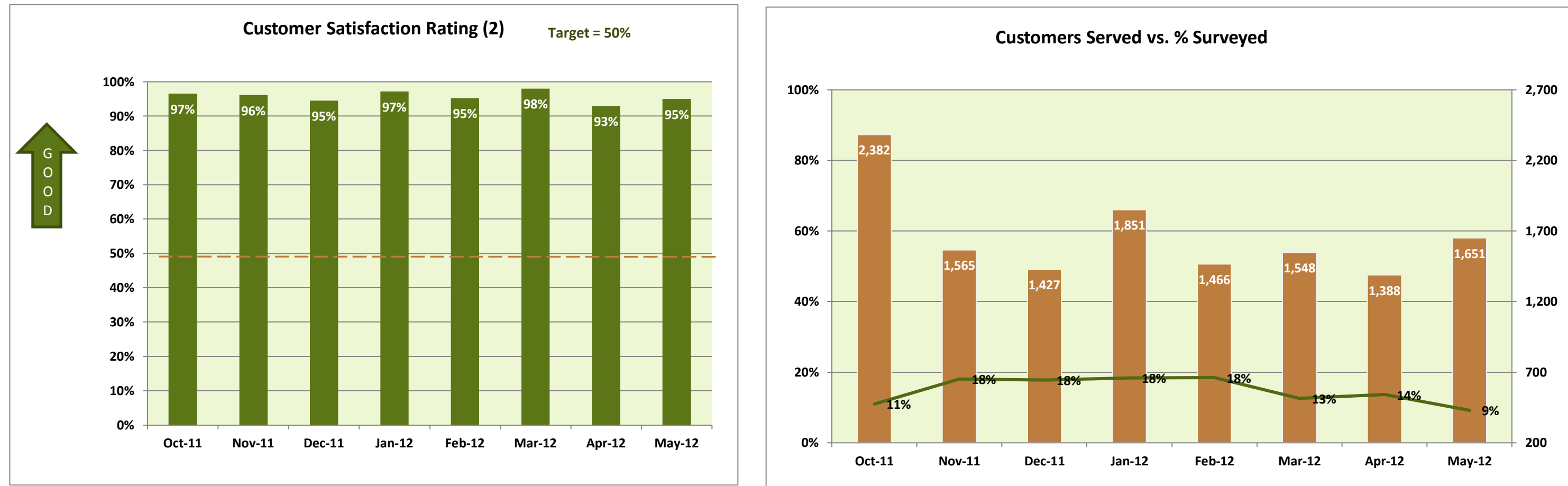
October 2011 - May 2012



Customer Service	MEASURE	May-12	Apr-12	Mar-12	Feb-12	Jan-12	Dec-11	Nov-11	FYTD 2012
Provides Customers with convenient service options	Workweek:								
	Lock Box Transactions	9,518	9,166	8,277	8,815	7,794	8,485	9,953	62,878
	Website Transactions	2,873	2,473	2,379	2,423	2,097	2,152	2,370	17,139
	Walk-in Transactions	1,388	1,548	1,466	1,851	1,427	1,565	2,382	11,963
	Telephone Transactions	656	851	927	1,114	892	1,112	2,202	7,938
	IVR Transactions	968	862	920	949	916	998	1,118	7,027
	Drop Box Transactions	852	867	928	1,049	941	1,012	1,099	7,013
	Total Workweek Transactions	14,702	15,767	14,897	16,201	14,067	15,324	19,124	113,958
	Weekend:								
	Telephone Transactions	3	6	4	13	0	0	5	31
	IVR Transactions	361	384	364	458	344	355	376	2,742
	Website Transactions	781	984	916	1,146	762	753	815	6,358
	Total Weekend Transactions	1,145	1,374	1,284	1,617	1,106	1,108	1,196	9,131
	Grand Total	15,847	17,141	16,181	17,818	15,173	16,432	20,320	123,089



Provides Walk-in Customers with fast and accurate service delivery (2)	Walk-in Transactions	1,651	1,388	1,548	1,466	1,851	1,427	1,565	11,963
	Percent Walk-in Customers to Total Customers	10%	10%	10%	10%	15%	10%	10%	11%
	Average Service Time (Minutes)	7	7	6	6	6	6	6	6
	Average Wait Time (Minutes)	5	5	7	8	8	11	12	8
	% Wait Time < or = 5 Minutes	67%	74%	82%	75%	98%	69%	59%	71%
	% Wait Time > or = 30 Minutes	3%	2%	1%	3%	13%	12%	9%	4%



Meets Walk-In Customer Expectations	Customer Satisfaction Rating (2)	95%	93%	98%	95%	97%	95%	96%	96%
Overall		96%							

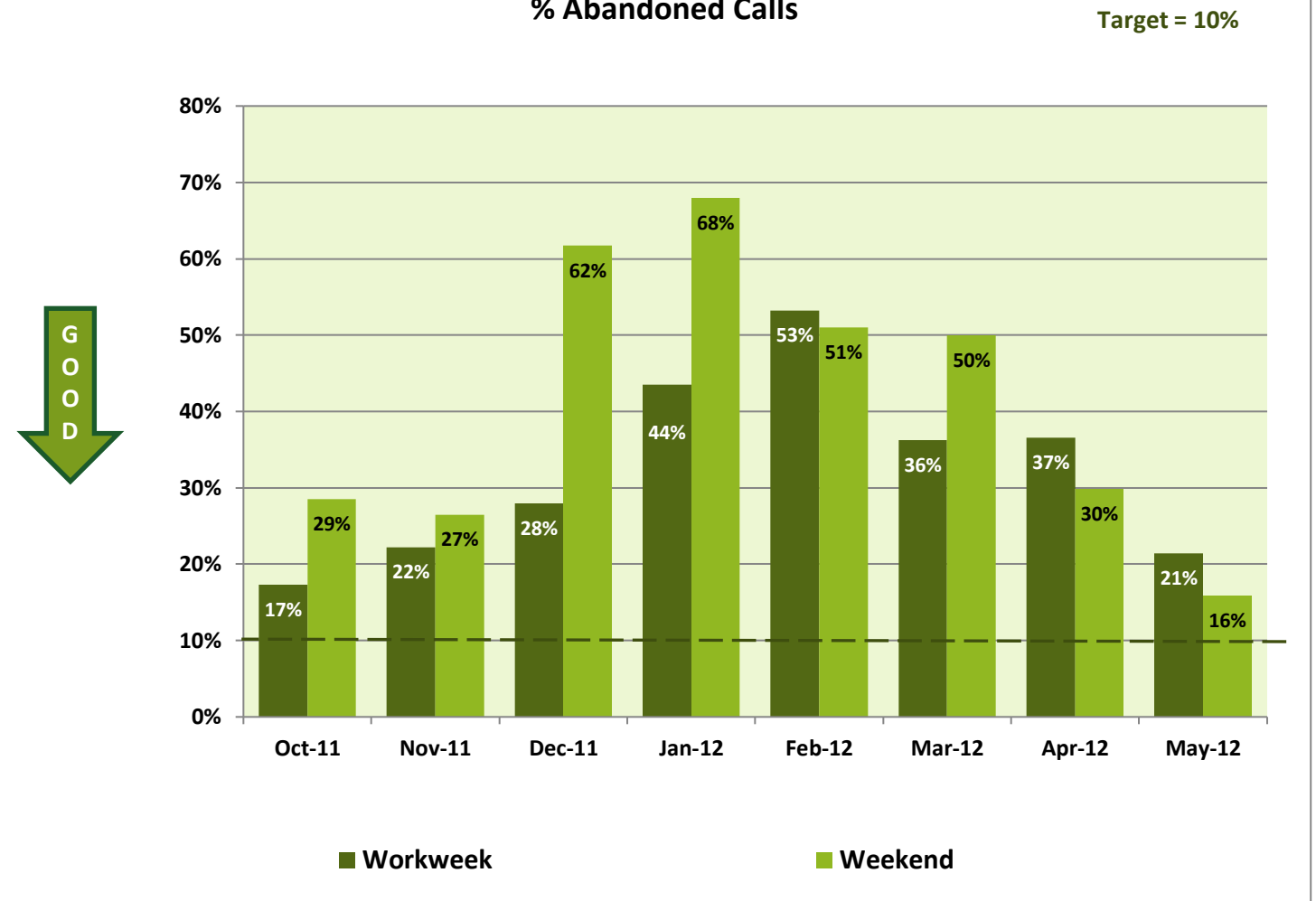
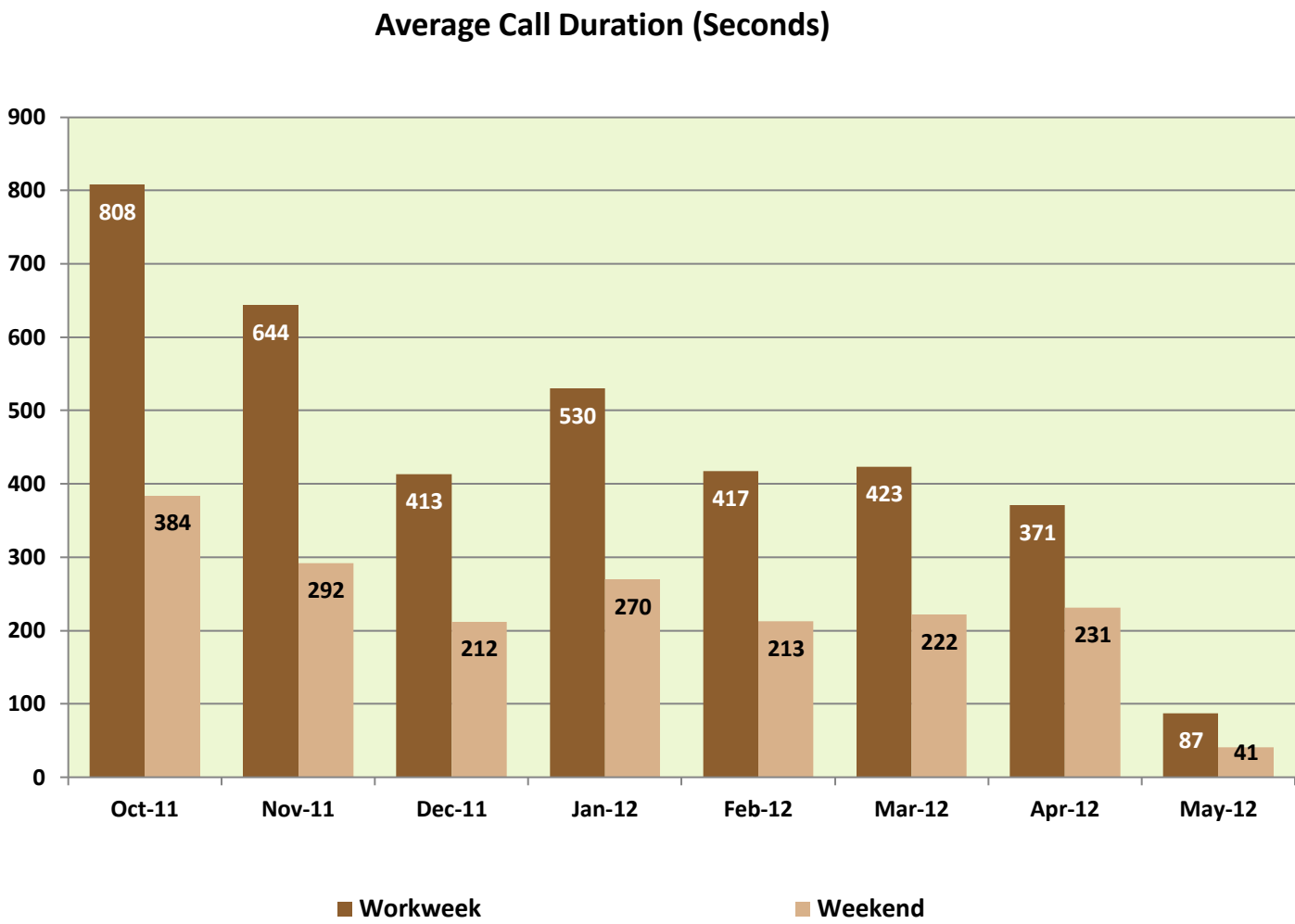
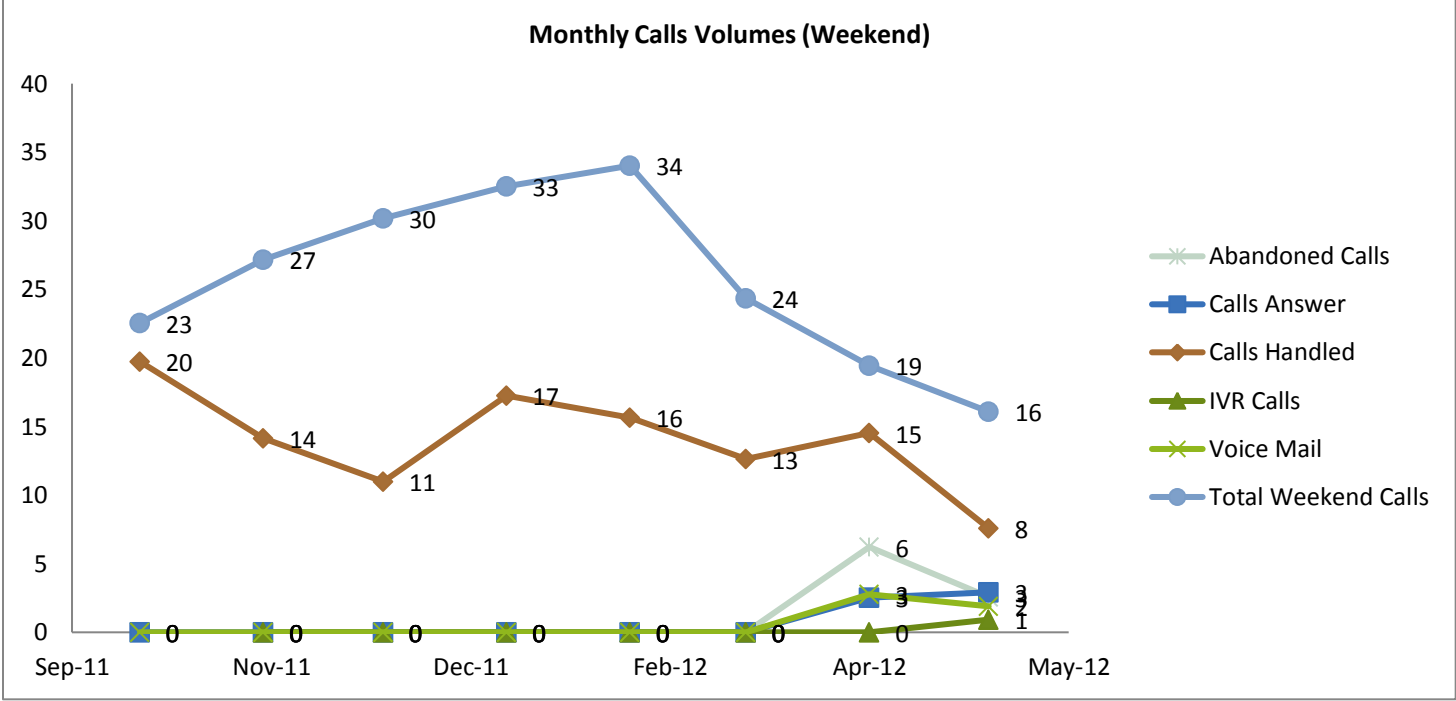
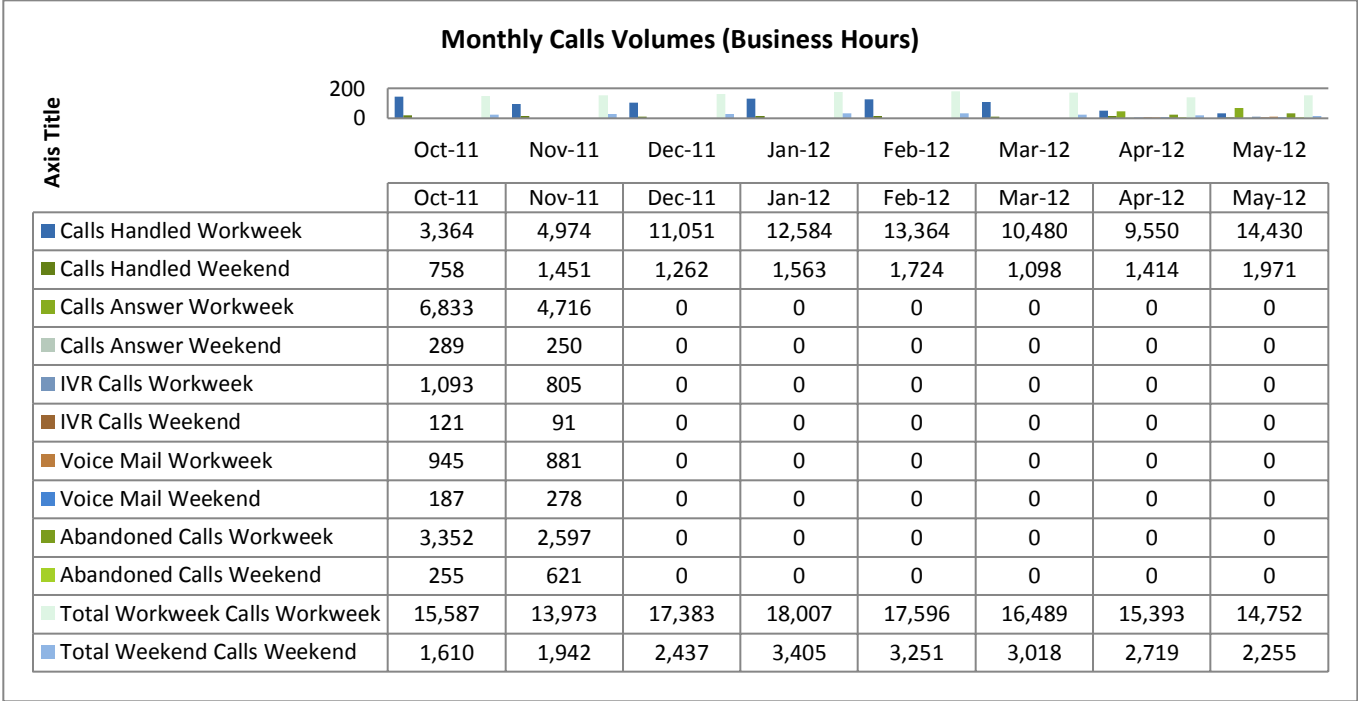
Note (1) This metric calculated by the weighted average method based on survey responses. Will be replaced

Note (2) New In-Lobby survey began in October 2011 for walk-in customers only

Note (3) New Lobby Registration System implemented 04/09/12

Customer Service - Monthly Performance Report

October 2011 - May 2012



Customer Service	MEASURE	May-12	Apr-12	Mar-12	Feb-12	Jan-12	Dec-11	Nov-11	FYTD 2012
Responds quickly and efficiently to Customer telephone calls and inquires	Workweek:								
	Calls Handled	3,364	4,974	11,051	12,584	13,364	10,480	9,550	77,194
	% Abandoned Calls	21%	37%	36%	53%	44%	28%	22%	31%
	Average Call Duration (Seconds)	87	371	423	417	530	413	644	119
	Weekend:								
	Calls Handled	758	1451	1262	1563	1724	1098	1414	10834
	% Abandoned Calls	16%	30%	50%	51%	68%	62%	27%	43%
	Average Call Duration (Seconds)	41	231	222	213	270	212	292	60